CITY OF MIAMI BEACH

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COMMISSION MEMORANDUM

To:

Mayor David Dermer and

Members of the City Commission

Date: March 16, 2005

From:

Jorge M. Gonzalez

City Manager

Subject:

REQUEST FOR APPROVAL TO AWARD A CONTRACT TO INTERNAL INTELLIGENCE SERVICE INC., AS THE PRIMARY VENDOR TO PROVIDE UNARMED SECURITY GUARD SERVICES FOR AN ESTIMATED ANNUAL AMOUNT OF \$1,915,200, PURSUANT TO INVITATION TO BID NO. 46-03/04; FURTHER REQUEST APPROVAL TO AWARD A CONTRACT TO SERECA SECURITY CORPORATION AS THE SECONDARY VENDOR TO BE USED ONLY IN THE EVENT THAT THE PRIMARY VENDOR (INTERNAL INTELLIGENCE SERVICE INC.) CANNOT

FULFILL THEIR CONTRACTUAL OBLIGATIONS.

ADMINISTRATION RECOMMENDATION

Approve the Award.

FUNDING

\$1,915,200

(Estimated amount per year)

Funds are available from the Parking Department, Police Department, Property Management, Tourism and Cultural Development, and Parks and Recreation Department's budget accounts to be allocated, subject to Office of Management and Budget Approval.

FISCAL IMPACT OF THE LIVING WAGE ORDINANCE

The contracts awarded (primary and secondary vendor) are subject to the requirements of the Living Wage Ordinance (No. 2001-3301), which states that all employees who provide services covered by this contract shall be paid a Living Wage of no less than \$8.56 an hour with health benefits (plus at least \$1.25/hour must be contributed towards health benefits) or a living wage of no less than \$9.81 an hour without health benefits. The fiscal impact of incorporating the Living Wage Ordinance is \$620,800 or 48% increase from the previous non-living wage security guard contract.

ANALYSIS

The purpose of Invitation to Bid No. 46-03/04 (the "Bid") is to establish a contract for providing two different levels of Unarmed Security Guards for the City of Miami Beach (the "City") for a two-year period. The contract will commence 30 calendar days after the award by the Mayor and City Commission of Miami Beach Florida, and shall remain in effect for a period of two (2) years, unless terminated by the City. Providing the successful security vendor will agree to maintain the same terms and conditions of the current contract, this contract could be extended for an additional two (2) years, on a year-to-year basis, if mutually agreed upon by the contracting parties. Any renewal period beyond the first two years, a cost of living adjustment will be mutually agreed upon by the City and Internal Intelligence.

Security Officers will be utilized at facilities located throughout the entire City. (See Attachment A) The majority of the services will be utilized by the Parking Department, at many of their garages. They will also be utilized by the Parking Department for special events. They will also be used for special details such as money pick-up, security for equipment, and other duties where security services would be utilized.

BID PROCESS

The Invitation to Bid No. 46-03/04 was issued on October 8, 2004. A pre-bid conference was held on October 14, 2004, with a bid opening date of November 23, 2004. As a result of questions received from prospective bidders, six (6) Addenda's were issued, which resulted in the receipt of eleven (11) bids.

The Procurement Division in conjunction with Kroll Factual Data ("Kroll") prepared a *Procurement Due Diligence Report* (the "Report") on all 11 firms. The Report an analysis of the following areas:

- Payment Trends (i.e. history of payment to suppliers);
- 2. Collection Records (i.e. accounts placed in collection);
- 3. Tradeline Information (i.e. balance of loans, terms of payment, and outstanding balance information);
- 4. Bank and Leasing Relationships;
- Corporate Filing Information;
- 6. Better Business Bureau Complaints; and
- 7. Public Record Filings Reports.

Once all reports were received, representatives from the Procurement Division, the Parking Department, and the Police Department agreed to continue the due diligence by requesting that the six (6) lowest bidders provide presentations, to be followed by a question and answer session.

The purpose of the meeting with the six lowest bidders was to ensure that the bidders had a clear understanding of the required Scope of Services, the Living Wage Ordinance and that they had the necessary resources/capacity to enter into a contract of similar size and scope required by the City.

It has been determined that the lowest and best bidder is Internal Intelligence Service Inc. ("Internal Intelligence"), who is a licensed security guard and investigation services firm that has been in business for thirteen (13) years, and employs approximately 650 Security Officers throughout the United States. Internal Intelligence's corporate office is in the state of New York, and just recently opened a branch office in Maryland in the World Trade Center.

Internal Intelligence was recently awarded the Regional Contract with the Department of Housing and Urban Development (H.U.D.). The entire scope of this Federal Contract covers twenty-eight (28) states. Additionally, Internal Intelligence has provided excellent security guard services to the city of North Miami Beach. Internal Intelligence has agreed to open an office in Miami Beach upon execution of a contract with City.

The second lowest bidder Union Security Services Inc. did not demonstrate a successful current or past performance record of providing security guards to similar sized entities. Union Security is a small firm with the largest contract having a value of \$60,000 and employs only 18 guards.

Sereca Security Corporation ("Sereca") the third lowest bidder was founded in 1986 in Caracas Venezuela and expanded its security guard services by establishing an office in Miami Florida in 1998. Currently, Sereca has 278 security guards in Dade and Broward counties. They have been awarded approximately 30 contracts, and recently have been awarded a contract in the estimated annual amount of \$500,000 by the City of Fort Lauderdale for security guard services of their Water Treatment Plants.

The minimum requirements for the Unarmed/Armed Security Guards are as follows:

LEVEL I UNARMED SECURITY OFFICER

- a. A minimum of 40 hours of training as required by the State of Florida Department of Licensing pursuant to Section 493.6123 (1) F.S. and possess a Florida Class "D" License and a minimum of 16 hours of site-specific training at their assigned post.
- b. Specialized training, as requested by the City of Miami Beach Property Management Division, on an as needed basis per post assignments (e.g. building evacuations, hurricane evacuation, training, etc.).
- c. Pass a Florida Department of Law Enforcement (FDLE) criminal background check.
- d. Ability to write a report to document incidents as required.

- e. Ability to follow all the terms and conditions in the City of Miami Beach Post Order Bid Manual.
- f. Ability to speak English (multilingual desirable) and write all reports in English.
- g. Ability to communicate, provide information, and gives directions in a courteous matter to tourists and residents.
- h. Pass a drug screening test.

LEVEL II UNARMED SECURITY OFFICER

Possess all the requirements of a Level I Security Officer in addition to the following:

- a. Ability to respond to and take command of emergency situation.
- b. Ability to provide effective access control and maintain a safe and secure environment.
- c. Ability to provide protection with professionalism.
- d. Ability to provide a professional level of personal interaction services.
- e. Trained and certified in first aid and rendering Cardiopulmonary Resuscitation (CPR).
- f. Physically capable of pursuing and detaining individuals who have committed criminal acts.
- g. Have a minimum of 6 months of security officer experience, law enforcement or equivalent military training.

SCOPE OF SERVICES

Internal Intelligence will be responsible for advertising and recruiting help, preparing paychecks, payroll taxes, Social Security and Withholding taxes, preparing W-2's, Unemployment and Workmen's Compensation claims and liability insurance. The obligation of the City of Miami Beach will be solely to compensate the Vendor for the number of hours provided monthly in accordance with the contract price schedule. The Vendor will provide a Schedule of Values/Payment Schedule to the City's Contract Administrator for review and approval, prior to the commencement of work.

Safeguards for the City's protection have been made a part of this new contract. A Performance and Payment Bonds, each in the amount of \$100,000, along with an Employee Dishonesty Bond in the amount of \$25,000 will be provided by the Security Vendor. Additionally, the City reserves the right to deduct payment(s) in an amount specified in the bid/contract documents for either non-qualified security guard, and/or for unsatisfactory performance in accordance with the specified Terms and Conditions of this contract.

CONTRACT REQUIREMENTS

Internal Intelligence will provide:

A minimum of one (1) roving shift supervisor equipped with the Security Vendor supplied automobile on duty within the City limits of Miami Beach at all times. This supervisor will be able to respond to any site within 15 minutes. A list must be submitted in writing, identifying the name(s) of each roving shift supervisor, and all security personnel under their supervision, to the Miami Beach Police (MBPD), Contract Administrator.

- A written street/park lighting report, where applicable, forwarded to the Miami Beach Police Department within 48 hours of any "lights out" occurrence.
- A Security Vendor Contractor Administrator will meet with the MBPD Contract Admistrator on a regular basis.
- All drug screening, background checks, and psychological testing of employees assigned to Miami Beach posts at the Contractor's expense.
- All sensors/readers at contracted posts to ensure that security officers are making required rounds at assigned frequencies and times and provide a weekly computerized printout downloaded from sensors installed at each post to the Police Department. The location of the sensors will be submitted to the MBPD for approval.
- A Security Vendor supervisor, who will be required to meet with the MBPD, authorized representative, upon request.
- All uniforms, radios, firearms, rain gear, tools and equipment necessary to perform the required security services in accordance with the bid documents.
- The Security Vendor will provide continued, uninterrupted services under all conditions, to include but not limited to the threat of a strike or the actually to the threat of a strike or the actuality of a strike, adverse weather conditions, a disaster, or emergency situations, at the agreed upon hourly contractual rate.
- The City reserves the right to take any action necessary to ensure that the security forces are fully staffed in order to protect the City of Miami Beach property, personnel, and assets. This may include contractual arrangements with others contractors for the purpose of obtaining additional resources in the event that the Vendor cannot perform. If such arrangements are deemed necessary, then the Security Vendor may, at the sole discretion of the City of Miami Beach, be terminated, and any cost incurred by the City of Miami Beach may be withheld from funds owed to the Vendor.
- Compliance by their personnel assigned to City of Miami Beach posts with the Security Contractor's Post Order and Rules and Regulations Manual.

- Any holiday and sick-time pay to assigned personnel.
- A written quarterly statistical analysis report of security incidents forwarded to the City
 of Miami Beach Police Department on a quarterly basis.
- The Security Vendor will certify in writing the names of all employees who will provide security services to the City of Miami Beach, of which will have a valid Florida Armed Security Guard Licenses (D and G). Copies of licenses will be produced within five business days (excluding weekends and holidays) upon receipt of request from the MBPD.

The City of Miami Beach reserves the right to request that the Security Vendor relieve an employee from a duty assignment, and /or bar the employee from further service under this Contract.

RECORDS

The Security Vendor will submit all invoices to the City of Miami Beach containing an itemized employee time record, to include the employee name and hours worked/shift, for the time period identified on the invoice.

All correspondence, records, vouchers and books of account insofar as work done under this Contract is concerned, will be open to inspection, by an authorized City of Miami Beach representative, during the course of the Contract and for a period of two (2) years after expiration of the Contract.

The Security Vendor will maintain accurate and complete records of personnel criteria, training criteria and biographical data of all personnel affiliated with this Contract.

The City reserves the right to perform audit investigations of the Security Vendors' payroll and related records of employees assigned to the City of Miami Beach to ascertain that such employees' records indicate payment received for the specific hours worked for the City. Such audit will be at the discretion of and at the option of the City, but in no event will the Vendor be required to surrender any records in its possession nor submit any records which do not contain information concerning hours worked and payment received based on the contractor's invoices to the City of Miami Beach.

All required documentation and personnel files will be readily available for inspection by any authorized City of Miami Beach representative, during initial research and during the course of this Contract. Failure to have the required documentation will be deemed as non-compliance to the Terms and Conditions of the contract.

Each guard must have their individual "D" and "G" license in their possession while performing work for the City of Miami Beach, and if operating a vehicle have a valid driver's license.

Work Force and Work Assignments

Unarmed security guards will be provided to work various locations, including patrolling numerous City of Miami Beach facilities. All Security Guards will be required to carry 2-way radios and electronic scanner wards unless specifically exempted by the City of Miami Beach Contract Administrator.

Regular Security Officer Duties

- 1. All security personnel furnished by the Successful Security Vendor to Miami Beach will be required to monitor the facilities by walking the Facility, riding a golf cart and/or whatever other means the City of Miami Beach considers best for each facility and/or location.
- All security personnel furnished by Internal Intelligence to the City of Miami Beach will provide all phases of building and personnel security, personal property protection and vehicle protection, both within and out of the facility. This will include, but not limited to, making rounds and clock rounds of assigned areas and key locations; checking lights; assuring locks of gates and doors.
- 3. The Successful Proposer's personnel will take proper steps to prevent unauthorized entrance and access to the Facility or contents thereof.
- 4. While fulfilling regular security duties, Successful Proposer's personnel may detain any person using reasonably necessary measures, in or about the premises, until said personnel is able to turn such person(s) over to the police.
- 5. Reporting in detail daily reports to employee's Supervisor verbally and in writing, in a prescribed manner, regarding the performance of his/her shift and special reports regarding any problems or incidents occurring during his/her shift of all unusual situations and circumstances. Such daily reports will be submitted to the City of Miami Beach on a weekly basis.
- 6. Conducting and/or undertaking initial incident investigations and submitting appropriate detail reports to the City of Miami Beach without undue delay. Special incident reports will be submitted to the City of Miami Beach the following business day.
- 7. All security personnel furnished to City of Miami Beach will give instructions or information to visitors upon request, or direct them to the appropriate administrative office if any questions cannot be answered. Security personnel will, escort from time to time, patrons to their vehicles at patron's request.
- 8. Utilizing their two-way radio, security personnel must contact their supervisor or their base station, which can contact and dispatch police if the need arises.

- The successful security vendor and their assigned personnel will follow all terms, conditions, and procedures as outline in the attached "Post Orders for the City of Miami Beach Security Guard Contracts
- 10. Responding to alarms, suspicious activities, fires, injuries, security incidents or any emergency situation.
- Performing any other duties or functions not specifically outlined or set forth above but which are identified as falling within the scope and realm of a security officer's responsibilities.
- 12. The security vendor will provide an adequate supply of flashlights, batteries for its use, raingear, uniforms, clipboards and any other personnel equipment required for the Security Guard to perform their duties.
- 13. The security vendor will provide all related forms, pencils, pens and miscellaneous office supplies.
- 14. Security vendor to supply all weapons, leather and ammunition.
- 15. All equipment utilized by the security vendor in the execution of this contract shall be maintained by the security vendor.
- 16. All successful security vendor personnel will read, understand and follow the attached "Post Orders for the City of Miami Beach Security Guard Contracts.

Supervisor Duties

The Security Firm's supervisor in charge of its employee(s) to the City of Miami Beach shall:

- 1. Review the days or night activities and report in writing to the proper City of Miami Beach authorities any unusual incident.
- 2. Insure proper inventory of keys, electronic key cards and supplies.
- Coordinate with proper City of Miami Beach designees all security operations and services for regular and event assignments to insure that all are properly staffed. In some instances, this requires daily contact with City of Miami Beach staff to learn of authorized activities.
- 4. Conduct daily visual inspection of assigned personnel verifying all post is manned and all security guard are fully equipped and in proper uniform. Additional locations may be added and some existing locations may be deleted from service requirements.

- 5. Install scanner buttons where directed by the City of Miami Beach Contract Administrator.
- 6. Provide weekly downloads of all the City of Miami Beach Posts where scanner buttons are installed.

Service Locations and Assignment Hours

See Attachment A - "Post Orders for City of Miami Beach Security Contracts" for locations/shifts requiring service. It will be the sole discretion of the City of Miami Beach as to locations, number of guards, and hours of services needed. The City of Miami Beach reserves the right to add other possible locations and to change the required hours of service during the term of the Contract.

Overtime

No overtime for either regularly scheduled or special event guards will be paid by CITY OF MIAMI BEACH for security personnel supplied by the Successful Security Vendor unless pre-approved by the City of Miami Beach Contract Administrator.

Personnel Probation

The City Contract Administrator or designated representative personnel may observe each employee of Internal Intelligence for a period of thirty (30) consecutive days. If during this probation City of Miami Beach is not satisfied with the performance of that employee, City of Miami Beach will notify Internal Intelligence of such performance and Internal Intelligence will replace such employees immediately.

Additionally, City of Miami Beach reserves the right to demand in writing that the Vendor relieve an employee from a duty assignment, and/or ban the employee from further service under the contract, at the sole discretion of the City of Miami Beach.

Personnel must not be employed by the Vendor under the Contract if they have currently or have in the past been involved in:

- a. Military conduct resulting in dishonorable or undesirable discharge.
- b. Any pattern of irresponsible behavior, including but not limited to unreasonable driving or a problem employment record.
- c. Personnel employed by Internal Intelligence to provide services for City of Miami Beach must successfully complete a polygraph examination, to be conducted at the Successful Vendor expense prior to assignment, and whose minimum testing parameters will include:
 - Nature of discharge from military service.
 - b. Substance abuse (drug and alcohol).

- c. Child abuse and/or molestation.
- d. Convictions (misdemeanors and/or felony).
- e. Dismissal other than layoff.

Uniforms

All security personnel furnished to City of Miami Beach will be well groomed and neatly uniformed. Each guard supplied by Internal Intelligence will wear a nameplate bearing guard's name. Internal Intelligence Company name will appear either on guard's nameplate or as a patch on guard's uniform. Uniforms will be readily distinguishable from the City of Miami Beach Police uniforms.

Training

The Vendor is required to provide training to all field personnel in order that City of Miami Beach may be assured said personnel are capable of assuming the responsibilities of respective assignments.

The cost for such training will be considered as a part of the Vendor's operational expenses and should be considered when proposing overall hourly rate. The time spent by staff in such a program, though required, is not billable to City of Miami Beach. All security personnel are to successfully complete and pass such training course prior to assumption of duty under this contract. This training course, to be developed or made available by the security vendor, is to include minimum requirements for subject matter and hours of instruction, and must be approved by the City of Miami Beach.

City of Miami Beach evaluation of proposed training will include, but not be limited to, previews of techniques and methods of instruction, quality of instructions, motivation, adequacy of classroom and supportive adjunct training materials, test content, and individual retentiveness.

All formal training is to be administered by persons, corporations, and/or institutions that have been expressly approved by City of Miami Beach. A written certification of each employee's training will be made available as part of the employee's personnel file. The Security vendor's supervisors must have also completed required training and worked for six (6) continuous months as an actual guard; additionally, basic supervisory skills are required, as well as an overall knowledge of operations, locations, etc.

Assignment of Contract

Internal Intelligence will not assign, transfer, convey or otherwise dispose of the Contract, or of any or all of its rights, title or interest therein, or its power to execute such Contract to any person, company or corporation without prior written consent of the City of Miami Beach.

Protection of Property

The security vendor will at all times guard against damage to or loss of property to the City Miami Beach and will replace or repair any loss or damage unless the damage is caused by The City of Miami Beach, another vendor and/or contractors. The City of Miami Beach may withhold payment or make such deductions as it might deem necessary to insure reimbursement for loss or damage to property through negligence of the Vendor, its employees or agents.

Expenditures

The security vendor understands that any expenditures that it makes, or prepares to make, in order o perform the Services required by City of Miami Beach, is a business risk which the Vendor must assume.

The City of Miami Beach will not be responsible for any amortized or unauthorized expenditures, or to maintain the approved status of the Vendor that has been unable to recoup its expenditures during the time it is rendering such Services, it will not have any claim upon the City of Miami Beach.

Fines may be imposed on the vendor for violations by its personnel by deducting the amount of the fine from a subsequent invoice for that location. Notice of a violation and the intent to impose a fine will be given to the Vendor by sending a copy of the site representative's report promptly after the site representative submits it. This allows the Vendor time to bring any extenuating circumstances to the site and contract administrator's attention. All fines are assessed by the City of Miami Beach Contract Administrator, whose decisions are final.

Violations that may result in a fine includes but are not limited to those listed below. Fines imposed will be \$100.00 per infraction.

Management/Administrative Violations

- 1. Not properly equipped for specific detail
- 2. No radio or inoperative radio
- 3. No scanner ward
- 4. No revolver (Class G Licensee)
- Abandoning a post
- 6. Lack of contract supervision
- 7. Excessive hours on duty (more than 8 hour shift not approved in advance by the Contract Administrator)
- 8. Reassigning to post any guard previously suspended from duty by the Contract Administrator.

Violations that may result in a fine include but are not limited to those listed below. Fines imposed will be **\$100.00** per infraction.

Security Officer Violations:

- 1. Inappropriate behavior (reading, lounging, inattention, etc.)
- 2. Failing to make a report promptly
- 3. Improper clock rounds
- 4. Failing to follow post orders
- 5. Improper or badly soiled uniforms
- 6. Acts of theft or vandalism
- 7. Failure to adhere to City of Miami Beach policies, procedures and locations guidelines

Security Officer Significant Violations (\$250.00):

- 1. Late for duty
- 2. Sleeping on duty
- 3. Abandoning post

Repeated violations of any type of the same location of any type at the same location will be taken as proof of a general incapacity on the part of the Security Vendor to perform in accordance with contract requirements.

PRE-AWARD INSPECTION OF FACILITY

The Vendor will have the personnel, equipment and organization necessary to satisfactorily provide the services required in this contract to include, but not limited to:

- * Performing required background checks on all officers and to provide all required training and supervision. Vendor will provide written documentation, which states in detail, that these requirements have been met, prior to the assignment of security personnel.
- * Radios are to be utilized by all assigned security personnel.
 The Security Vendor will maintain a South Florida office with supervisory personnel reachable by telephone (only) on a 24-hour basis.

COMMUNICATION SYSTEM

The Security Vendor will be responsible for the following;

HAND-HELD RADIOS

Two-way hand-held radios, licensed for use by the Federal Communications Commission (FCC), will be provided by the Vendor to all on-duty contract security officers and supervisors as required unless otherwise accepted by the City of Miami Beach Police Department Contract Administrator.

SECURITY VENDOR CENTRAL DISPATCH

The Security Vendor will provide a centralized dispatching service through use of a stationary base station manned by experienced personnel on a 24-hour per day basis, to include a taped back-up system. A mobile transmitter/receiver, operated by field personnel, will not be considered sufficient to adequately provide such service. Security Vendor personnel must be available at the Central Dispatch Station who has the ability and authority to take immediate action on behalf of the Contractor, as required.

The Security Vendor will provide the names, with all pertinent information of these assigned personnel, to the City's Contract Administrator.

SYSTEM QUALITY

The Security Vendor will at all times, have high quality radio communications. (transmitting and receiving). The Vendor will be totally responsible for providing and maintaining required system quality, as follows:

- The Security Vendor will provide/lease a network of transceivers and repeaters
 of sufficient strength and capacity to service all sites specifically identified in this
 Invitation to Bid.
- 2. The Security Vendor must provide/lease an exclusive radio frequency operated exclusively by the Contractor. Radios will have printout identification and emergency capability.
- 3. The Security Vendor must implement a program of maintenance and repair for all equipment to be used in the performance of this contract. Such a program will ensure the optimum performance of all equipment at all times, thereby, allowing the system to meet the service requirements and quality standards specified above.
- 4. The Security Vendor will ensure that all radio equipment has sufficient operating power at all times during a tour of duty. It may be necessary for the Security Vendor to implement a system by which fresh batteries, adequate supply of flashlights or charged radios, are delivered to the posts in order to meet this requirement

EVALUATION OF RADIO COMMUNICATIONS SYSTEM

All aspects of the Contractor's radio communications system, will be evaluated by the City of Miami Beach prior to award of Contract. Should the system be judged inadequate to provide service within the contractual standards specified herein, and the Vendor unable and/or unwilling to make changes deemed necessary by the City of Miami Beach, then the Vendor will be considered non-responsive to the required Terms and Conditions of this Contract.

Likewise, should there be a deterioration of performance during the term of this contract, and the Vendor is unable or unwilling to make the required improvements, the City of Miami Beach may terminate, in accordance with the **Termination for Default Clause** of this Contract. The City of Miami Beach will address, in writing to the Contractor, any/all identified inadequacies of the required radio communications, prior to any termination procedures.

PROVIDED BY THE CITY OF MIAMI BEACH

The City of Miami Beach will provide to Internal Intelligence, for the duration of the contract, the Post Order and Rules and Regulation Manual.

PERFORMANCE OF CONTRACT

This contract may be terminated upon thirty days written notice to the Security Vendor due to lack of performance and after Vendor fails to correct deficiencies after written notification.

Performance items include, but are not limited to the following:

- A. Security Guard timeliness in responding to assigned post.
- B. Security Guard dressed incomplete uniform, to include (serviceable radio, fire arm, etc.).
- C. Security Guard completion of all assignments, in a timely manner.
- D. Vendor not providing required training to all assigned security guards.
- E. Vendor not providing the required trained supervisory personnel
- F. Vendor to ensure compliance of Miami Beach Security Contractor's Post Orders Manual.
- G. Vendor reporting of any/all missing City supplies, equipment, property.
- H. Excessive non-compliance incidences.

Additionally, the City of Miami Beach reserves the right to have any security officers removed from Miami Beach assigned posts for violation of the Post Orders Manual. The City of Miami Beach Police Department will not pay Security Vendor billing charges for times in excess of thirty (30) minutes between security officer rounds made between sensors, unless there are extenuating circumstances or this requirement is waived by the City of Miami Beach Police Department on a post by post basis.

<u>LICENSES AND PERMITS:</u> Internal Intelligence will abide by all ordinances and laws pertaining to his operation and will secure, at his expense, all licenses and permits necessary for these operations.

PERFORMANCE EVALUATION MEETINGS: The Vendor will assign two (2) Contract Managers to meet with the City of Miami Beach Contract Administrator on a daily basis, if required. Regularly scheduled meetings will be held on a monthly basis. Additionally, a meeting will be held whenever a Contract Discrepancy Report is issued by the City

Contract Administrator. A mutual effort will be made to resolve all problems identified. The written minutes of these meetings will be signed by the Contractor's Contract Administrator and the City's Contract Administrator, and a copy will be forwarded to the Procurement Director. Should the Vendor not concur with the minutes, he will state in writing to the Procurement Director any areas wherein he does not concur.

KEY CONTROL: The Vendor will establish and implement methods of ensuring that all keys issued to the Vendor by the City are not lost, or misplaced, and are not used by unauthorized persons. No keys issued the Vendor by the City will be duplicated. The

Vendor will develop procedures covering key control that will be included in his/her quality control plan, which will be submitted to the City's Contract Administrator and Procurement Director. The Vendor may be required to replace, re-key, or to reimburse the City for replacement of locks or re-keying as a result of Vendor losing keys.

In the event a master key is lost or duplicated, all locks and keys for that system will be replaced by the City and the total cost deducted from the monthly payment due.

The Vendor will report the occurrence of a lost key immediately to the City's Contract Administrator but no later than the next workday.

<u>CONSERVATION OF UTILITIES:</u> The Vendor will be directly responsible for instructing employees in utilities conservation practices. The Vendor will be responsible for operating under conditions, which preclude the waste of any/all utilities.

FIRE AND SECURITY: Vendor is to comply with all fire regulations and is responsible for securing the buildings during and after clean up. The City may have security personnel on duty during night cleaning hours.

SERVICE EXCELLENCE STANDARDS: Excellent Customer Service is the standard of the City of Miami Beach. As contract employees of the City, security guards will be required to conduct themselves in a professional, courteous and ethical manner at all times and adhere to the City's Service Excellence standards.

<u>PHOTO IDENTIFICATION:</u> Work hereunder requires Vendor employees to have on their person photo identification at all times. City of Miami Beach reserves the right to verify a guard's identity and required credentials, upon that guard reporting to work. If for any reason, any Vendor employee is terminated, City of Miami Beach Contract Administrator will be advised in writing.

The tabulated results are as follows:

	Le	vel I	Level II		Level I & Level II	
	Estimated Hours per year 140,000		Estimated Hours per year 20,000		Grand Total per Year	
Company Name	Billing Rate	Billing Rate Total \$		Billing Rate Total \$		
Internal Intelligence Service Inc.	\$11.97	1,675,800.00	\$11.97	239,400.00	1,915,200.00	
Union Security Services Inc.	\$12.10	1,694,000.00	\$12.25	245,000.00	1,939,000.00	
Current Contract	\$12,27	1,717,800.00	\$12.42	248,400.00	1,966,200.00	
Sereca	\$12.75	1,785,000.00	\$13.25	265,000.00	2,050,000.00	
Weiser Security Services Inc.	\$13.21	1,849,400.00	\$13.21	264,200.00	2,113,600.00	
Andy Frain Services	\$13.45	1,883,000.00	\$13.45	269,000.00	2,152,000.00	
PM Security	\$13.85	1,939,000.00	\$14.65	293,000.00	2,232,000.00	
Security Alliance	\$14.68	2,055,200.00	\$14.68	293,600.00	2,348,800.00	
Walter Harper Security Services	\$15.00	2,100,000.00	\$15.00	300,000.00	2,400,000.00	
Kemp Security International	\$15.03	2,104,200.00	\$15.64	312,800.00	2,417,000.00	
Diamond Detective Agency, Inc.	\$16.29	2,280,600.00	\$17.49	349,800.00	2,630,400.00	
						

	LEVEL I SECURITY GUARD RATE BREAKDOWN						
Company Name	Level I	Wage paid to	Health	1		Other	
	Billing Rate	employee	benefits	Overhead	Profit	Cost	Rate
Internal Intelligence Service Inc.	\$11.97	\$8.56	\$1.25	\$1.44	\$0.41	\$0.31	\$11.97
Union Security Services Inc.	\$12.10	\$9.81		\$1.00	\$0.50	\$0.79	\$12.10
Current Contract	\$12.27						\$0.00
Sereca	\$12.75	\$8.56		\$0.51	\$0.50	\$3.18	\$12.75
Weiser Security Services Inc.	\$13.21	\$9.94		6.26%	5.40%	T "-	\$10.06
Andy Frain Services	\$13.45	\$9.81		\$0.75	\$0.67	\$2.22	\$13.45
Armor Security	\$13.52	\$9.81		\$3.24	\$0.22	\$0.25	\$13.52
PM Security	\$13.85	\$9.81		\$0.33	\$0.60	\$3.11	\$13.85
Security Alliance	\$14.68	\$8.56		\$3.73	\$0.52	\$1.87	\$14.68
Walter Harper Security Services	\$15.00	\$9.00		\$2.00	\$4.00	<u> </u>	\$15.00
Kemp Security International	\$15.03	\$9.81		\$2.13	\$0.98	\$2.11	\$15.03
Diamond Detective Agency, Inc.	\$16.29	\$9.81		\$0.49	\$0.46	\$5.53	\$16.29
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		LEVEL II SECURITY GUARD RATE BREAKDOWN						
Company Name	Level II Billing Rate	Wage paid to employee	Health benefits	Overhead	Profit	Other Cost	Rate	
Internal Intelligence Service								
Inc.	\$11.97	\$8.56	\$1.25	\$1.44	\$0.41	\$0.31	\$11.97	
Union Security Services Inc.	\$12.25	\$9.90	-	\$1.02	\$0.53	\$0.80	\$12.25	
Current Contract	\$12.42	1					\$0.00	
Sereca	\$13.25	\$9.00		\$0.51	\$0.39	\$3.35	\$13.25	
Weiser Security Services Inc.	\$13.21	\$9.94		6.26%	5.40%		\$10.06	
Andy Frain Services	\$13.45	\$9.81		\$0.75	\$0.67	\$2.22	\$13.45	
Armor Security	\$13.52	\$10.06	•	\$3.24	\$0.02	\$0.20	\$13.52	
PM Security	\$14.65	\$10.61		\$0.33	\$0.60	\$3.11	\$14.65	
Security Alliance	\$14.68	\$8.66		\$3.73	\$0.42	\$1.87	\$14.68	
Walter Harper Security Services	\$15.00	\$10.00		\$2.00	\$3.00	7	\$15.00	
Kemp Security International	\$15.64	\$10.24	- · · - · -	\$2.25	\$1.02	\$2.13	\$15.64	
Diamond Detective Agency, Inc.	\$17.49	\$10.52		\$0.53	\$0.49	\$5.95	\$17.49	

CONCLUSION:

Based on the analysis of the bids received, it is recommended that the contract be awarded to the lowest and best bidders, Internal Intelligence Service Inc. as the Primary awardee, and Sereca Security Corporation as the Secondary awardee to be used only in the event that the Primary vendor (Internal Intelligence Service Inc.) cannot fulfill their Contractual Obligations.

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Post Locations

(INDEX)

A- Parking System

- 1-7th Street Garage
- 2- 12th Street Garage
- 3-13-th Street Garage
- 4- 16th Street Garage
- 5- 17th Street Garage 6- 42nd Street Garage
- 7- Coin Room

B- Property Management

- 8-City Hall
- 9-Old City Hall
- 10- Normandy Shores Gates
- 11- Alaska Baywalk

C- Parks & Recreation

- 12-Golf Course
- 13-Boardwalk
- 14-21st Street Command Center
- 15-Flamingo Park
- 16-North Shore Youth Center

D-Police Department

- 17-Ocean Drive Patrol
- 18-Lincoln Road Patrol

City of Miami Beach Posts Schedule as of; September 19, 2004

7th Street Garage	Office	1 1	7 Days			
	Rover	$-+\div$	7 Days	24 Hours	168	
	Traffic	- - 	Fr - Sat	24 Hours	168	
	Traffic	3	Sat	2000 to 0400	48	
	Traffic	2	Sun	1100 to 2000	27	
*	Traffic	- 1 - 1	Sun	1100 to 1900	16	
			John	1100 to 2000	9	436
12 th Street Garage						
iz dileet Garage	Rover		Mon-Tues-Wed	1200 to 1500	9	
	Rover	1	Thur- Fr- Sat- Sun	24 Hours	96	105
13th Street Garage	Rover	1	Mon-Tues-Wed	1200 to 0800	24	
_	Rover	1	Thur- Fr- Sat- Sun	24 Hours		
	Traffic	1	Friday	2300 to 0800	96	
	Traffic	1	Sat - Sun	1100 to 1900	9	
	Traffic	1	Sat - Sun	2200 to 0800	16	165
10h 0t 10						193
16th Street Garage	Rover	1	7 Days	24 Hours	168	
	Rover	1	Thu-Fr - Set - Sun	2200 to 0600	32	
	Rover	1	Fr - Sat - Sun	2300 to 0700	24	
	Rover	1	Fr - Sat - Sun	0000 to 0800	24	248
17th Street Garage	Office	1	7 Days	24 Hours	100	_
-	Rover	1	Mon - Tues - Wed	1200 to 0800	168	
	Rover	1	Thur - Fri - Sat - Sun	24 Hours	60	<u> </u>
	West Lot	1	Fr- Sat	1800 to 0300	96	
	P-Lot*	+ +	Fri	0600 to 2200	18	
	P-Lot*	1 1	Sat - Sun - Mon	24 Hours	16 72	430
48.4 M2 4 A						430
42nd Street Garage	Rover	1	7 Days	24 Hours	168	168
					·	
Alacka Descrip				Sub= Total	******	1,552 Hours
Alaska Baywalk	Rover	1 1	7 Days	0500 to 0900	28	
	Rover	1-1-	7 Days	1800 to 2200	28	56
Boardwalk North & South	Rover	2	7 Days	0505		
	Rover	2		0500 to 0900	56	
•	16701	-	7 Days	1700 to 0100	56	112
Bass Museum	Royer	2	Tues to Sat	0945 to 1715	75	
				1 C) 11 O) GPGU	/5	
	Rover Rover	1 3	Tues to Sat	0900 to 1630	15	
ily Hall	Rover Rover	1	Tues to Sat Sun	0900 to 1630 1045 to 1715	15 19.30	109.30
ily Hall	Rover Rover Rover Rover	1 3	Tues to Sat	0900 to 1630 1045 to 1715 0800 to 2230	15 19.30 58	109.30
Dily Hall	Rover Rover	1 3 1	Tues to Sat Sun Mon - Wed - Thur - Fri.	0900 to 1630 1045 to 1715	15 19.30 58 14	
	Rover Rover Rover Rover Rover	1 3 1 1 1	Tues to Sat Sun Mon – Wed – Thur – Fri. Tues, Sat	0900 to 1630 1045 to 1715 0800 to 2230 0800 to 2200 0700 to 1500	15 19.30 58	109.30
	Rover Rover Rover Rover	1 3 1	Tues to Sat Sun Mon - Wed - Thur - Fri. Tues,	0900 to 1630 1045 to 1715 0800 to 2230 0800 to 2200	15 19.30 58 14	
City Hall Coin Room	Rover Rover Rover Rover Rover	1 3 1 1 1	Tues to Sat Sun Mon – Wed – Thur – Fri. Tues, Sat	0900 to 1630 1045 to 1715 0800 to 2230 0800 to 2200 0700 to 1500	15 19.30 58 14 8	80